


Whirlpool
Home Appliances
AUTOMATIC WASHER

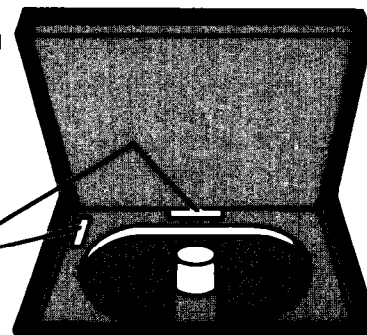
care & service guide

3. CARE & SERVICE GUIDE

This book will help you keep your washer looking new and doing its best. It also tells you how to get help if something seems to be wrong.

Keep this book in the LAUNDRY INFORMATION CENTER folder with the "Laundry Guide," washer instructions and other information you want handy.

The Model and Serial Number Plate will be in one of these places.



Copy your Model and Serial Numbers here

If you ever need service, parts or help, the person you call will need your washer's **complete** model and serial numbers.

These numbers are on a plate under the washer lid. Copy them in these spaces to keep them handy.

Model Number

Serial Number

Purchase / Installation Date

Service Company and Phone Number

TAKE GOOD CARE OF ANY APPLIANCE

and it will do its job better, last longer and stay looking newer. This book will tell you how.

Contents

CARING FOR YOUR WASHER page 4

covers the kinds of things you **should** and **should not** do to keep your washer at its best. There is even a part on **winterizing** the washer if it is ever exposed to freezing cold.

BEFORE CALLING FOR SERVICE page 6

will help you avoid unnecessary service calls, including calls for **WASHING PROBLEMS**

that are not caused by the washer. page 8

IF YOU NEED SERVICE OR HELP page 11

tells you how to find a **TECH-CARE**® Service Company. It also tells you how to reach Whirlpool Corporation if you need more help.

Before using your washer

Please read this booklet to be sure your washer is used and cared for properly. It will help you get the best results and longest life your washer was designed to give.

You are personally responsible for making sure that your washer...

- Is installed according to installation instructions.
- Is properly installed and leveled on a floor that can support the weight.*
- Is connected to the right kind of outlet, electric supply, water supply and drain.*
- Is properly electrically grounded.*
- Is used only for jobs normally expected of home automatic washers.
- Is properly maintained.

- Is protected from the weather.
- Is not run by children or anyone unable to operate it properly.

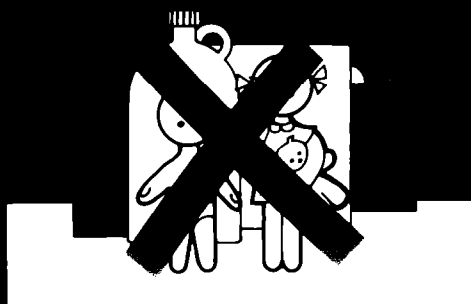
Remove the Consumer Buy Guide label. It will be easier to remove before the washer is used.

Wipe out the basket with a damp cloth before using to remove dust from storing or shipping.

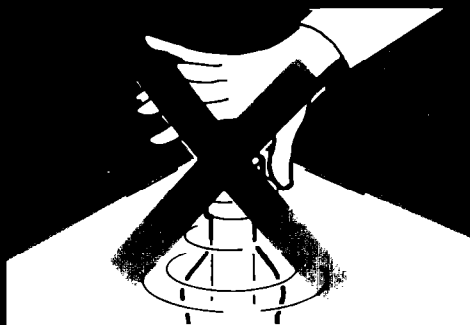
SPECIAL INSTRUCTIONS: See the Laundry Guide for tips on detergents, other laundry aids and instructions for washing special items.

*See the Installation Instructions for complete information.

Safety first...



DO NOT permit children to operate or play with the washer. Store laundry detergent and additives in a cool, dry place where children can't reach them.



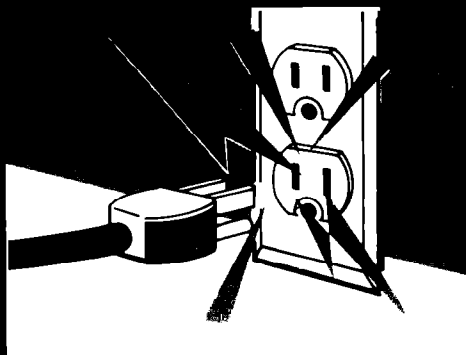
SPINNING SAFETY

If the lid is opened while the basket is spinning, the basket will automatically stop in a few seconds. **DO NOT ADD OR REMOVE ITEMS UNTIL THE BASKET STOPS COMPLETELY.**

SPECIAL CAUTION

Flammable gases may build up in hot water pipes and heater. This can happen when hot water hasn't been used for a while (usually two weeks or more).

To prevent injury or damage, allow any gases to escape by running hot water from the faucet nearest the washer for several minutes. Don't smoke near the faucet while it is open, and turn off any open flame.



TO HELP AVOID ELECTRICAL SHOCK –

- Make sure washer is electrically grounded in accordance with Installation Instructions.
- Always unplug washer before attempting to service washer.

NEVER USE AMMONIA AND CHLORINE BLEACH IN THE SAME WASH – Hazardous fumes can be formed.

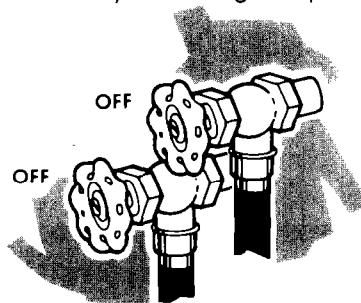


TO HELP AVOID CREATING A FIRE OR EXPLOSION HAZARD:

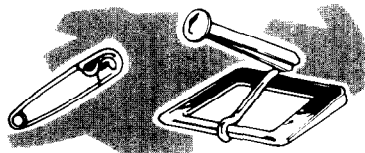
- NEVER put flammable drycleaning fluids or other flammable fluids into the washer.
- NEVER use flammable fluids near the washer.
- NEVER place fabrics which have been cleaned or spot dampened with flammable dry cleaning solvents or other flammable fluids into the washer until they have been thoroughly air dried and rinsed to remove all such fluids.

Caring for your washer

These pages will show you how to care for your washer so it will work for you as long as it possibly can.



WHEN NOT WASHING, keep both water faucets turned off. This takes the pressure off the water inlet valve and hoses.



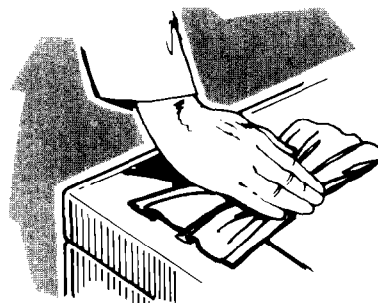
REMOVE SHARP OBJECTS such as pins, buckles, etc., before washing. Close metal zippers.

After washing items with colors that bleed, run the washer through a RINSE and SPIN. After dyeing in your washer, run through a complete wash cycle (see Laundry Guide page 13).

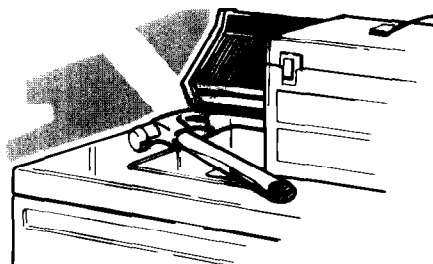


NEVER USE THE WASHER TO

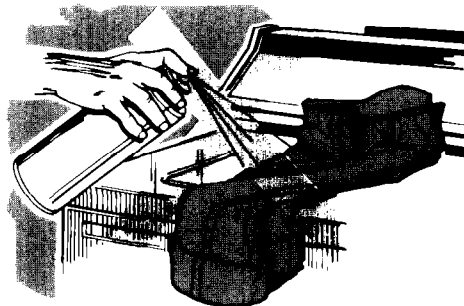
- Store wet or dry laundry.
- Soak for more than 2 hours.
- Soak with chlorine bleach.
- Soak with vinegar or other acids.
- Soak or store urine soaked clothes.



AFTER WASHING, use a soft dry cloth to wipe the outside and inside dry. Leave the lid up until the basket is dry. **Wipe up spills right away.** They can dull or damage the finish.



SHARP OR HEAVY OBJECTS should never be put on or in the washer. Check pockets for bolts, nuts, tools, etc.



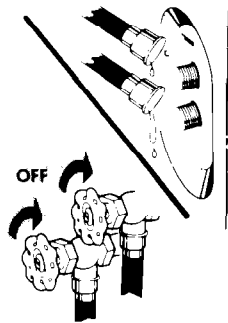
SOME PRETREATMENT PRODUCTS can damage washer and dryer dials, consoles and finishes. Do not use these products on or near your washer or dryer control panel. **Your Warranty does not cover damage to your appliance caused by pretreatment products.**

IMPORTANT

Service or performance problems caused by the use of any product not manufactured by Whirlpool Corporation is the responsibility of the manufacturer of that product.

WINTERIZING

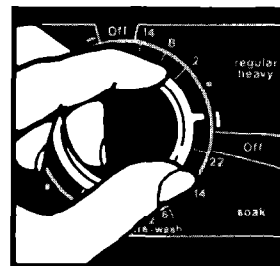
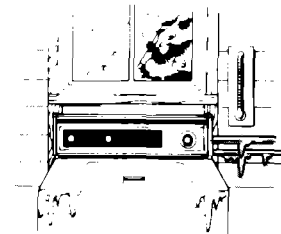
Install and store your washer where it won't freeze. Because some water stays in the washer, freezing can cause a lot of damage. If your washer is stored or moved during cold weather, it's a good idea to winterize it by following these steps:



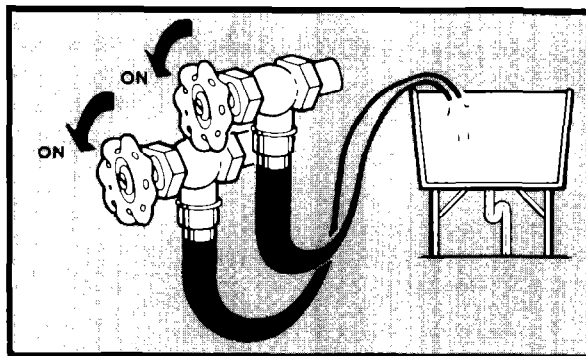
1. Shut off both water faucets. Disconnect and drain the water inlet hoses.



2. Put a quart of automobile-type antifreeze in the basket.

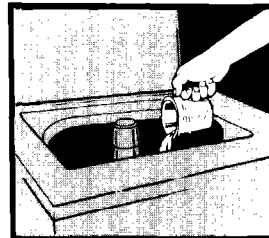


3. Set the washer for a DRAIN and SPIN. Let it run for about 30 seconds. This mixes the antifreeze with the water left in the washer.



To use the washer again,

1. flush the water pipes and hoses,
2. put the hoses on the washer,
3. turn on the water.

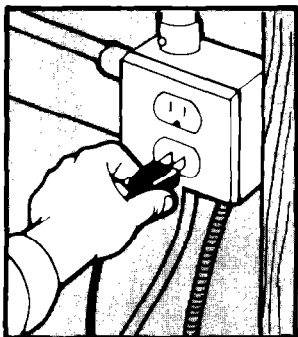


4. Put a cup of detergent in the washer basket. Then run the washer through a complete cycle; it will be ready to use.

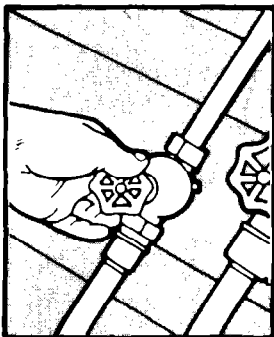
Before calling for service

IS SOMETHING WRONG? You may be able to save yourself the trouble of calling in a service technician. Before calling for service, check these pages to see if you really need it.

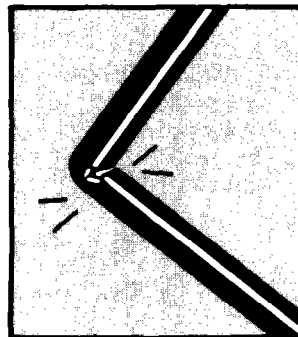
WASHER DOES NOT FILL OR FILLS SLOWLY



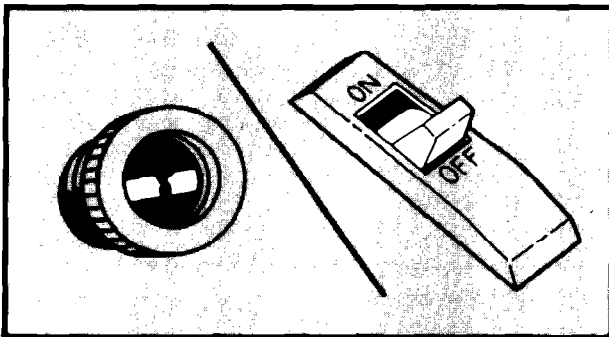
- Is the power supply cord plugged in?



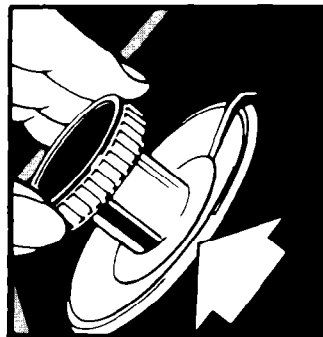
- Are both water faucets open all the way?



- Are the water supply hoses kinked or pinched?

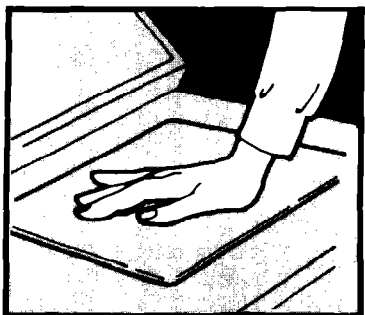


- Is a fuse blown or circuit-breaker tripped?



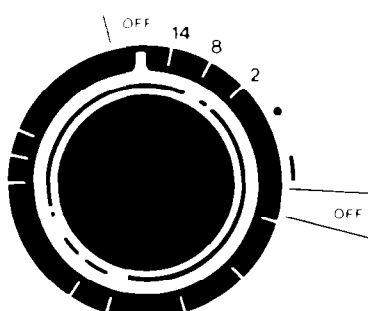
- Is the Cycle Control Knob set to a fill area and pulled out?

WASHER DOES NOT SPIN



- Is the lid closed completely?
- Is the power supply cord plugged in?
- Is a fuse blown or circuit-breaker tripped?

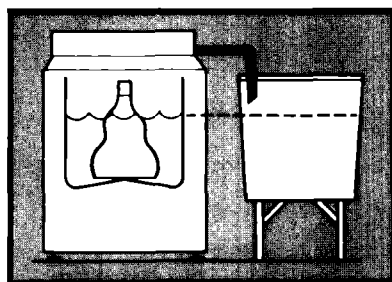
WASHER FILLS AND DRAINS; NO AGITATION



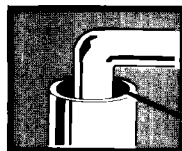
- Is the Cycle Control Knob pointing to a fill and agitate area in a cycle? Is it pulled out?

- FILL;
AGITATE MINUTES SHOWN; DRAIN; SPIN.
- FILL;
LITTLE OR NO AGITATION; DRAIN; SPIN.
- RINSE FILL;
RINSE AGITATION; DRAIN; SPIN.
- FILL;
LITTLE OR NO AGITATION; DRAIN; SPIN.
- DRAIN; SPIN.

WASHER DRAINS AT THE WRONG TIMES



- Is the drain hose at least 34 inches above the floor? It should be.
- Is the outlet end higher than the water level in the washer? It should be.

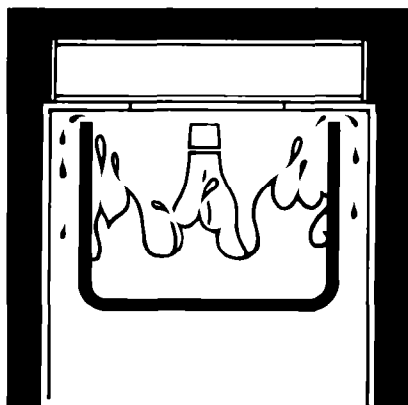


- Does the drain hose fit tightly in the standpipe? It shouldn't.

ABOUT 1/2" SPACE.

WASHER STOPS AND STARTS

- Is the pause during the PERMANENT PRESS Cycle? The washer will stop for about 1½ minutes during cool-down. (See user instructions.)
- Is the pause during the SOAK Cycle? The washer will agitate, stop to soak, agitate, etc., during this cycle.
- Short pauses are normal in all cycles. See your user instructions.



WATER SOMETIMES LEAKS FROM WASHER

- Was a very low water level used? High agitation speed, low water level and very small load can splash water over the top of the basket. These splashes may be seen on the floor.
- Is the manual filter clean? A clogged filter can cause some spillover.
- Was the washer filled before the load was added? When the washer is full of water, adding the load can raise the water level enough to splash out during agitation.

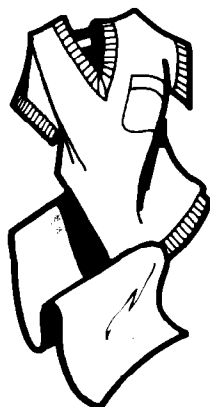
WASHING RESULTS ARE NOT GOOD

WASHING PROBLEMS

POSSIBLE CAUSES

SOLUTIONS

LINT



MANUAL LINT FILTER NOT CLEAN

A clogged or over filled manual-clean filter may not filter lint as well as a clean one. Clean the filter after every wash.

LOAD NOT SORTED RIGHT

Lint givers (bath towels, etc.) should not be washed with lint takers (synthetics, permanent press).

OVERLOADING

Too many items in a load will not move freely in the water. Lint can be trapped in the load instead of flowing through the filter with the water.

Overloading can also cause items to rub together too much. This can make lint as well as damage fabrics.

PAPER OR TISSUE IN POCKETS

A small scrap of paper can make a lot of lint. Clean pockets carefully.

STATIC ELECTRICITY

- Use fabric softener in the final deep rinse to help eliminate static electricity.
- Use correct dryer settings for fabric type. Overdrying synthetics can create lint-attracting static electricity.

NOT ENOUGH DETERGENT

Use enough detergent to hold the lint in the water until the drain. The amount you use depends on water hardness and the soil in the wash load.

SNAGS RIPS HOLES



MISUSE OF CHLORINE BLEACH

When chlorine bleach is not properly used (poured on fabrics in full strength, using too much or too often, used on the wrong fabrics, etc.), fabrics will be weakened. The weakened fabric can rip several washings later (see "Laundry Guide" page 11). Follow package directions carefully.

SHARP ARTICLES NOT REMOVED FASTENERS NOT FASTENED

- Hooks and eyes, zippers and snaps should be fastened so they can't catch and snag some fabrics.
- Remove sharp objects (safety and straight pins, paper clips, etc.) from clothes before washing.
- Turn synthetic knits inside out before washing.

DAMAGE NOT MENDED BEFORE WASHING

Mend rips, broken threads in seams and tears before washing.

WASHING PROBLEMS

POSSIBLE CAUSES

SOLUTION

GRAY WHITES, DINGY COLORS



POOR SORTING

White and colored articles should be washed separately. Non-colorfast items that may bleed should also be in a separate load.

NOT ENOUGH DETERGENT

Use enough detergent to remove soil and hold it in suspension until it drains.

WATER NOT HOT ENOUGH

Hot water should be at least 130°F (54°C) to clean heavy or greasy soils.

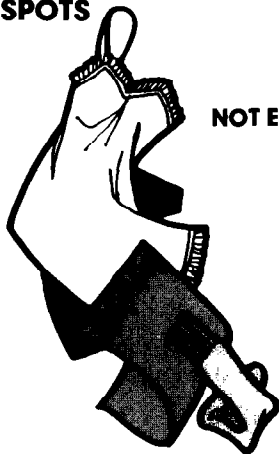
WATER TOO HARD FOR SOAP OR DETERGENT USED

Hard water and soap or non-phosphate detergent can form a residue or scum that deposits on fabrics. In areas where phosphate detergents are not allowed:

- Use a liquid detergent in increased amounts for water hardness and amount of soil.
- Use a water conditioner in the wash and deep rinse.
- Install a mechanical water softener if water is very hard and soap (not synthetic detergent) is used.

If you have the problem: For the next few times you wash, use an increased amount of detergent. Use the correct cycle and water temperature for the fabric being washed.

GREASY LOOKING SPOTS



FABRIC SOFTENER IN THE WASH WATER

Liquid fabric softeners can combine with soap or detergent to form a greasy looking stain or spot. Add to deep rinse only.

Do not use any other laundry aid in combination with fabric softener.

NOT ENOUGH DETERGENT

You need enough detergent to hold soil so it drains away with the wash water. If soil doesn't drain away, it can stick to the outer tub. From there, it can wash back into the load during the next wash.

- Treat such spots with a liquid all-purpose detergent or soil and stain remover.
- Wash in warm or hot water with more detergent than normal.
- Stubborn stains may require more than one treatment. Do not machine dry between washings.
- To remove deposits from outer tub, put the unloaded washer through a complete cycle using hot water, 2 cups (500 mL) of detergent and 1 cup (250 mL) of chlorine bleach.

WASHING RESULTS ARE NOT GOOD

**WASHING
PROBLEMS**

**POSSIBLE
CAUSES SOLUTION**

**STIFF,
HARSH
FABRICS
(USUALLY
COTTONS)**



SPIN TOO SLOW OR TOO SHORT

- Use cycle setting with longer spin, higher speed.
- Load carefully so an off-balance does not slow the spin.

HARD WATER WITH SOAP OR TOO LITTLE DETERGENT

Soap will only work well in soft or softened water. See the "Laundry Guide" for the amount of detergent to use.

LINE DRYING

Dry cottons in a dryer.

**YELLOW
AREAS**



BUILD-UP OF BODY OILS

Usually noticed on the middle of pillowcases and sheets, or underarms of cottons, this condition can usually be corrected by

- Making sure the water is hot enough (at least 130°F [54°C]);
- Using the right amount of detergent (see your "Laundry Guide").

**OVERALL
YELLOW;
BROWN OR
YELLOW
STAINS**



CHLORINE STAINING

Washing with chlorine bleach can permanently stain some fabrics. Read the manufacturer's label to avoid the problem. The stain can sometimes be removed with a color remover. Follow the package directions.

IRON IN WATER HEATER OR PIPES

Run the hot water a few minutes before washing to clear the lines. Drain the water heater now and then.

IRON AND MANGANESE IN THE WATER

- Do not use chlorine bleach.
- Use a non-precipitating water conditioner in the wash and rinse water.
- Install an iron filter.

**LOAD TOO
WET AFTER
SPIN**

SLOW SPIN

Use *high* spin cycles for heavy cottons (towels, jeans, etc.). Short slow spins *do not* remove enough water from heavy cottons. Balance load.

COLD RINSES

Cold rinses save energy and money and leave fewer wrinkles, but do leave loads a little colder and wetter.

LID OPEN

Washer will not spin if lid is left open. Load will be dripping wet.

If you need service or help, we suggest you follow these three steps:

BEFORE CALLING FOR SERVICE* ...

Problems are sometimes caused by little things you can correct without tools. Check pages 6 and 7 before you call for service.



IF YOU NEED SERVICE*:

If your WHIRLPOOL® appliance ever needs service anywhere in the United States, help is just a phone call away... to your nearest Whirlpool franchised TECH-CARE® service representative.

Whirlpool maintains a nationwide network of franchised TECH-CARE service companies to fulfill your warranty and provide after-warranty service and maintenance to keep your WHIRLPOOL appliance in peak condition.

You'll find your nearest TECH-CARE service company listed in your local telephone book Yellow Pages under APPLIANCES — HOUSEHOLD — MAJOR — SERVICE & REPAIR. **Should you not find a listing, dial free, the Whirlpool COOL-LINE® service assistance telephone number.**

When calling from:

Michigan (800) 632-2243
Alaska &
Hawaii (800) 253-1121
All other
states (800) 253-4304

If you move... To make sure that your appliance is correctly installed and to insure its continued satisfactory operation, please telephone your nearest TECH-CARE® service company for installation or to get the name of a qualified installer. (Installation cost will, of course, be paid by you.)

Helpful hints... You can help your TECH-CARE service representative give you faster service if you include the model and serial number of your appliance when requesting service. Also, retain your sales slip and warranty to verify your warranty status.

Remember... Your TECH-CARE service representative is specially trained in the expert repairing and servicing of your WHIRLPOOL appliances. He can help you maintain the quality originally built into your WHIRLPOOL appliance. So why not take the time, now, to look up his telephone number and jot it down in the space provided on the cover.

IF YOU HAVE A PROBLEM*:

Call Whirlpool Corporation in Benton Harbor at the COOL-LINE service assistance telephone number (see Step 2) or write:

Mr. Guy Turner, Vice President
Whirlpool Corporation
Administrative Center
2000 U.S. 33 North
Benton Harbor, Michigan 49022

*If you must call or write, please provide: your name, address, telephone number, type of appliance, brand, model, serial number, date of purchase, the dealer's name, and a complete description of the problem. This information is needed in order to better respond to your request for assistance.

WASHING RESULTS ARE NOT GOOD / 3 WAYS TO GET SERVICE OR HELP



Benton Harbor, Michigan. Automatic Washers, Clothes Dryers, Freezers, Refrigerator-Freezers, Ice Makers, Dishwashers, Built-in Ovens and Surface Units, Ranges, Microwave Ovens, Compactors, Room Air Conditioners, Dehumidifiers, Central Heating and Air Conditioning Systems.

Quality. Our way of life.